

Home Energy Audit Program

Consumer Frequently Asked Questions

Q: What is the Home Energy Audit Program?

A: The Home Energy Audit program consists of two services:

1. a clean, tune, and test heating system audit; and
2. a whole house energy audit through the Home Energy Solutions program.

Q: Am I eligible for the Home Energy Audit Program

A: If you are a residential homeowner that heats by oil, propane or kerosene, you are eligible for this program. Customers that heat by electricity and natural gas or oil/propane/kerosene-heating customers that have a service contract (see below) are not eligible for the heating system audit, but are eligible for the whole house audit through Home Energy Solutions. See below for further information.

Q: Are there income limitations on the program?

A: No. The program is open to all residential homeowners who heat by means other than electricity or natural gas. The program will be limited by its overall budget, however, which will affect the ultimate number of customers served.

Q: What is involved?

A: The whole house audit through Home Energy Solutions takes approximately 2-4 hours. The auditor will examine the home and perform instrumented air sealing and duct sealing and install products to increase your energy efficiency. Towards the end of the audit he or she will sit down with you to discuss what was found and provide a set of recommendations. The auditor will also provide you with information on various programs and incentives.

The clean, tune and test could take 1-2 hours or more, and customers will need to schedule that appointment. Typically it will be scheduled for another time than the whole house audit since it could require two different vendors to complete both services.

Q: How do I obtain services under the Home Energy Audit Program?

A: At this time, there are two possible entry points to the program, and you can choose either one:

The simplest way is to get on the OPM website and download the appropriate [Home Energy Solutions Interest Form](#) and send it to your electric utility. They will then contact you to make an appointment. You can also contact your utility directly or visit their website to download the form – see below. When you receive your HES audit, they will provide you with a listing of authorized licensed oil vendors/technicians to perform the heating system audit portion of the program.

You may also enter the program through any authorized licensed oil vendor/technician by contacting them directly or by filling out a [Clean Tune and Test Customer Interest Form](#) and sending it to OPM. We will then provide you with a current listing of the registered licensed oil vendor/technician.

Q: Can I use any heating system technician or oil company to perform the heating system (clean, tune and test) audit under the program?

A: No. Only vendors that have registered with OPM to participate in the program can serve customers under the program. OPM will not be liable for payments or services rendered by vendors that are not registered to participate in the program.

Q: How much do I pay for the Home Energy Audit Program?

A: Total customer out-of-pocket costs for both the heating system audit and the Home Energy Solutions audit is \$75*. If you choose to take part in only one of these services, your co-pay will still be \$75*.

Q: Who do I pay my \$75* to?

A: Whichever vendor delivers services to you first – the Home Energy Solutions vendor or the heating system audit vendor. You will pay the first vendor to perform services at your home the \$75, regardless of which vendor you schedule first. OPM has an arrangement to pay both vendors directly for the balance for services delivered to you.

Q: I currently have a service contract that includes a clean, tune and test service. Am I still eligible for the clean, tune and test portion of this program?

A: No. Due to administrative and auditing issues, service contracts are excluded from this program. *However, consumers are encouraged not to cancel or otherwise break their service contracts because of this program.* Those contracts often cover more than just clean, tune and test services and you may lose the benefit of those other services under your contract if you do so.

You are eligible for the Home Energy Solutions portion of the program, and you can enter the program by filling out and sending in the Home Energy Solutions Customer Interest Form to your utility company.

Q: How do I find a qualified vendor to perform the clean, tune and test (heating system audit) portion of the program?

A: OPM will regularly post updated lists of registered heating system audit vendors on its website at www.ct.gov/opm, see Home Energy Audit Program.

* Sales tax may apply

In addition, HES vendors will receive updated lists to leave behind with customers who have not yet scheduled the heating system audit.

Q: Are multi family homeowners included in the home energy audit program?

A: Only those in one-to-four unit buildings are eligible for the Clean, Tune and Test portion of the audit, but renters need to coordinate with your landlord to ensure access to the heating system.

1. If there is one heating system for the entire building, the landlord would need to submit a request for the Clean, Tune and Test portion of the audit.
2. If each unit has a heating system, the landlord would have to submit a request for a Clean, Tune and Test on behalf of each tenant.

Rental properties that exceed four units are ineligible for the Clean, Tune and Test portion of the audit. For the Home Energy Solutions portion of the audit, larger buildings with more than four units may be eligible. A request needs to be submitted to the electric utility company. They will work with the landlord on the best approach to address the building efficiency.

Q: I heat with electricity or natural gas. Do I qualify for the program?

A: You will not be eligible for the clean, tune and test portion of this program. This program was enacted by the General Assembly in response to high heating oil prices. Therefore, systems that run on petroleum products (oil, propane, kerosene) are targeted under this program.

However, you are eligible for the Home Energy Solutions whole house energy audit and weatherization program for a fee of \$75*. In order to enroll in that program, you should contact your electric or gas company. For more information:

- CL&P customers, see <http://www.cl-p.com/home/saveenergy/rebates/homeenergysolutions.aspx>;
- United Illuminating customers, see <http://www.uinet.com/uinet/connect/UINet/Top+Navigator/Your+Home/UI+Products+%26+Services/Home+Energy+Solutions/>; and
- Municipal utility customers should contact their local utility for a similar program called Home Energy Savings.

Q: Are wood stove heating systems eligible for the program?

A: No. The building code does not currently allow for indoor wood burning stoves or pellet stoves to serve as a home's primary heating source. Therefore, these systems are not eligible for inclusion in this program.